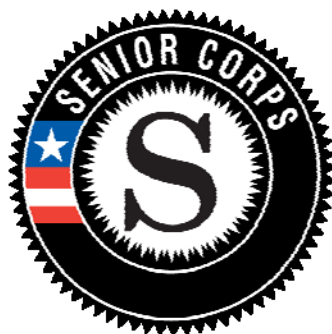


# **FY 2009 Senior Corps Field Guidance**



**October 28, 2008**

# Part I: Fiscal Year 2009 Senior Corps Field Guidance

## Table of Contents

Introduction .....	iii
Overview .....	iv
Programmatic Framework for FY 2009 – the Corporation’s Strategic Initiatives .....	iv
Continuous Improvement in Programming and Operations .....	v
Recognizing the Contributions of Senior Corps Volunteers .....	vii
Acknowledgements .....	vii
Key Changes in Senior Corps Program Guidance from FY 2008 to FY 2009.....	viii
 I. About the Annual Field Guidance .....	 1
 II. Available Resources .....	 1
 III. Programmatic Priorities for Senior Corps Grantees .....	 1
A. Continuing the Corporation-Wide Strategic Initiatives as the Basis for 2009 Programming .....	1
B. Strategic Initiatives and Data Collection and Reporting.....	2
C. Strategic Initiative Highlights .....	2
 IV. Working with Grantees and Volunteer Stations .....	 4
A. New for 2009 .....	4
1. Revised Operations Handbooks .....	4
2. Updated Compliance Monitoring Guide .....	5
3. Fund Raising and Senior Corps Projects .....	5
4. King Day of Service .....	5
5. Mentoring .....	6
6. Web 2.0/Social Media .....	7
7. AACC Plus 50 Initiative.....	8
8. Revisiting Volunteer Placements .....	8
9. Revitalizing Volunteer Recognition .....	8
10. Senior Corps Projects and Major Disasters .....	9
B. Continuing Priorities.....	9
1. Criminal History Checks .....	9
2. Responding to OIG SCP and FGP Grant Audit Concerns .....	10
a. Sample Volunteer Income and Age Eligibility Forms for SCP and FGP.....	10
b. Eligibility of Children Assigned to Foster Grandparents/FGP Assignment Plans .....	10
3. Senior Corps Association Dues .....	10
4. Administrative Burden/Tracking of RSVP Volunteer Hours.....	10
5. Project Profile and Volunteer Activity (PPVA) National Data Collection .....	11
 V. Strengthening Performance and Accountability .....	 12
A. Performance Measurement at the Grantee Level.....	12
▪ Optional Standard Work Plans and Performance Measurement Tools for Senior Companion, Foster Grandparent, and RSVP Projects .....	12
B. National Surveys and Studies .....	13
Customer Satisfaction Survey and Report for 2009.....	13
 VI. Training Guidance.....	 14
A. Overview.....	14
B. Grantee Training in FY 2009 .....	14

C. Trainers and Training Materials.....	18
D. Other Resources and Information .....	18
F. Reporting T/TA Needs on the Progress Report and Follow-up .....	19
G. Identifying T/TA Needs Based on Renewal Applications.....	19
VII. Administrative Themes .....	19
A. New for 2009 .....	19
1. More Rigorous Review Process for FGP and SCP Renewal Applications .....	19
2. Federal Financial Report (FFR) and Program Income .....	20
B. Continuing Priorities.....	21
1. Continuing the Review Process for RSVP Renewal Applications.....	21
2. FGP and SCP Volunteer Service Years (VSYs) Management.....	22
3. Designation of Authorized Representative in eGrants .....	22
4. Assessment, Monitoring and Documentation - Overview of Policies and Procedures for FY 2009 .....	23
VIII.Senior Corps – 2009 Calendar of Reports and Due Dates October 1, 2008-August 31, 2009 .....	23

**PART II: STATE OFFICE TASKS IN IMPLEMENTING KEY SENIOR CORPS GOALS AND STRATEGIES [ATTACHED]**

**PART III: FIELD GUIDANCE REFERENCE [SEPARATE DOCUMENT]**

# Fiscal Year 2009 Senior Corps Field Guidance

## INTRODUCTION

The FY 2009 Field Guidance is found in three separate components that serve specific purposes.

Component	Contents and How to Use
1. “Senior Corps Fiscal Year 2009 Field Guidance”	<p>Contains key information needed by Field Staff to oversee and manage Senior Corps grantees in 2009. Includes:</p> <ul style="list-style-type: none"><li>• New tools, processes, systems, and materials</li><li>• Training Guidance</li><li>• Discussion of and references to continuing priorities</li></ul> <p>This is the primary reference guide and implementation document. It should be read closely and used as a first reference.</p>
2. “State Office Tasks in Implementing Senior Corps Goals and Strategies”	<p>Contains all State Office required tasks and due dates and thus serves as the primary source for action items and deadlines. It is an attachment to the primary Field Guidance document.</p>
3. “FY 2009 Field Guidance Reference”	<p>Includes in-depth discussion of key topics such as the Strategic Initiatives, resources, and effective practices links, working with faith-based organizations and national service partners, performance measurement details, and other important information.</p> <p>This is a supplemental reference guide, distributed as a separate document. Field Staff should rely on the reference guide for background information, details about the Strategic Initiatives and related resources, other programmatic and management discussions, and important information that is essential to understanding, but that does not necessarily translate into action items.</p>

## OVERVIEW

Senior Corps projects are managed by Corporation State Office and Field Financial Management Center (FFMC) staff based on statute, regulations, and policy guidance.

The annual *Senior Corps Field Guidance*:

- (a) constitutes Senior Corps' annual plan for Corporation State Offices;
- (b) contains Senior Corps' goals and strategies for the year, consistent with the Corporation's overall strategic planning framework; and
- (c) specifies management and reporting expectations, including due dates.

## PROGRAMMATIC FRAMEWORK FOR FY 2009 – THE CORPORATION'S STRATEGIC INITIATIVES

In FY 2009, the Corporation enters its fourth year under the Corporation's [\*Strategic Plan: 2006 – 2010\*](#). Thanks to the efforts of Senior Corps sponsors and other Corporation grantees nationwide, during the past year Senior Corps has continued to contribute in many ways to the Corporation's goal of serving as a national catalyst and leader to strengthen the role of service and volunteering as a strategy to help communities meet some of their most pressing challenges.

For FY 2009, a continuing challenge for State Office staff will be to work creatively with Senior Corps grantees to respond to local needs within the framework of the Strategic Plan, including the original four Strategic Initiatives, plus the fifth added by the Corporation Board's Resolution in June 2007:

- Harnessing Baby Boomers' Experience (with a focus on supporting older adults who require assistance to live independently)
- Ensuring a Brighter Future for All of America's Youth (in particular children and youth in disadvantaged circumstances)
- Mobilizing More Volunteers
- Engaging Students in Communities
- Supporting Disaster Preparedness and Response

The Corporation's Performance Plan and Report on progress toward achieving planned targets in the Strategic Plan is incorporated in the Corporation's [FY 2009 Budget Justification](#) (p. 75).

Please see the accompanying **Field Guidance Reference** document for updates, links, and additional information.

## CONTINUOUS IMPROVEMENT IN PROGRAMMING AND OPERATIONS

During FY 2009, Senior Corps will implement a number of resources and processes listed below as part of ongoing efforts to ensure high-quality programming and effective project management:

1. Further modifications to the “**Senior Corps Guide for Quality Assurance and Compliance Monitoring Site Visits**” used by State Office staff in conducting site visits and providing feedback to grantees. These changes, to be issued by the end of the first quarter of FY 2009, grow out of a review by the Office of the Inspector General that compared the document to the regulations that govern project operations.
2. Continuation and expansion of a more rigorous **renewal application review process**, using a standardized application review checklist and feedback to grantees. This applies to the first year of the three-year grant cycle only. Begun with RSVP as of the second FY 2008 grant cycle, the process is being expanded to include FGP and SCP grantees as of the second FY 2009 grant cycle.
  - For RSVP renewal application reviews, we will continue the practice of having at least one reviewer from outside the grantee’s cluster in addition to the assigned program officer.
  - For FGP and SCP the program officer will review the application using a standardized instrument and recording the results in eGrants, with oversight and concurrence by the Area Manager. Feedback will be provided to grantees using standardized letters, and review results will be used in providing grantees with a T/TA plan.
3. As necessary, further revisions of the revised **Operations Handbooks** issued in June 2008 for all three Senior Corps programs will be posted online with instructions for downloading.
4. New **FGP, SCP, and RSVP Marketing Materials** are available for order. These materials, including program-specific posters, brochures, and site signs, were previewed during the 2008 National Conference in Atlanta and are now available. There is also a video with an individual segment for RSVP, FGP, and SCP. Each Senior Corps grantee and State Office will receive copies of all materials. Tabletop displays sent to each State Office can be loaned to Senior Corps project directors as requested for community events. Grantees and State Offices can order Senior Corps materials by going to [www.GetInvolved.gov](http://www.GetInvolved.gov) and looking under Marketing Resources. There you will find a brief description of each of the marketing materials and a link to the online ordering system. The same site has brochure templates in Word that can be downloaded and customized, web banners, program logos, and a gallery of photos.
5. An updated [Review Progress Report Checklist](#) geared to the revised OMB-approved PPR, to review grantee reports and provide feedback letters on all reports within 45 days of report submission, including both areas for improvement as well as kudos for good reporting, achievement of planned outcomes, etc.
6. Continuing feedback from Senior Corps to State Offices on **data issues** uncovered in the process of reviewing and compiling reports based on grantee data entry in eGrants.
7. Continued promotion of the **redesigned Resource Center** – Thousands of tools, training information and other resources related to managing effective Senior Corps projects are available online - including the [Senior Corps Tech Center](#) materials that are now incorporated into the overall Resource Center.
8. An **expanded list of online courses** on topics ranging from volunteer leveraging to performance management available at <http://nationalserviceresources.org/resources/courses/>.

9. Continued availability of the “**55 Plus**” channel through the **Get Involved!** website ([www.getinvolved.gov](http://www.getinvolved.gov)), powered by VolunteerMatch, to help increase the number of Baby Boomers serving in Senior Corps programs. USA Freedom Corps’ web site, [www.volunteer.gov](http://www.volunteer.gov), also continues to be an important portal to VolunteerMatch, helping Americans to find volunteer service opportunities in their area.

#### 10. New technical assistance resources

Available Now:

- ***New Project Director Training Curriculum*** geared to project directors on the job for 18 months or fewer, and that comprise separate modules for different segments of RSVP, FGP and SCP project management. The New Project Director Curriculum debuted at the 2008 National Conference in Atlanta.
- ***Independent Living Training Curriculum and Trainer Guide*** developed as a “train the trainer” model so that RSVP and SCP project directors can train their volunteers engaged in independent living support and caregiver respite.
- ***Peer Mentors for New Project Directors*** – a project launched in late 2008 to link experienced project director mentors to provide real-life tips and problem-solving to new project director mentees.
- ***Project Management Session Materials*** developed as training resources for State Offices, and that include a PowerPoint presentation focused on key management issues, the new Operations Handbooks, interactive exercises, and a set of handouts. A separate set of training materials is available for RSVP, FGP, and SCP.
- ***VolunteerMatch Resource Guide*** that provides an overview of using the VolunteerMatch system, step-by-step guidelines on how to improve volunteer recruitment, and information on research and trends related to recruiting volunteers ages 55 and over.

Coming Soon:

- An updated ***Medicaid Waiver Guide*** that includes facts, examples, and effective practices to be used by Senior Companion grantees to expand services and funding under Medicaid Home and Community-Based Waivers. The final guide will be available during the first quarter of FY 2009.

#### 11. New Research Resources

- **Volunteering in America 2008 Report and Tools**

The Volunteering in America 2008 report released July 28, 2008, is the most comprehensive set of data on volunteering in the U.S. ever assembled, with state and city rankings and profiles of volunteering trends and demographics for every state and 162 large and middle-sized cities at a new interactive website [www.volunteeringinAmerica.gov](http://www.volunteeringinAmerica.gov). Tools and resources for strengthening volunteer management, including new materials developed for the 2008 Volunteering in America Report, are available at the Corporation’s Resource Center website at [www.nationalserviceresources.org/via2008](http://www.nationalserviceresources.org/via2008).

## RECOGNIZING THE CONTRIBUTIONS OF SENIOR CORPS VOLUNTEERS

The Corporation will continue to recognize the contributions of individual volunteers in several ways:

- **“Spirit of Service” Awards:** These awards pay tribute to outstanding participants in Senior Corps and other programs supported by the Corporation.
- **Senior Corps State Profiles:** Based on reports submitted by State Offices, Senior Corps prepares State Profiles that include one or two profiles of exemplary individual RSVP, FGP, or SCP volunteers.
- **“Stories of Service”:** Visitors to [www.seniorcorps.gov](http://www.seniorcorps.gov) and [www.getinvolved.gov](http://www.getinvolved.gov) find stories of individual Senior Corps volunteers.

While only a handful of the nearly half million Senior Corps volunteers can be acknowledged through these mechanisms, we never lose sight of the fact that it is their dedication and service to their communities that enables Senior Corps to sustain the reputation and support it enjoys.

## ACKNOWLEDGEMENTS

As in past years, Senior Corps’ FY 2009 Field Guidance reflects input from many sources. Drafts of this Guidance were reviewed by:

- Strategic Initiative Leads
- Area Managers
- Corporation State Office and Field Financial Management Center (FFMC) staff
- Headquarters Offices
  - Office of Field Liaison (OFL)
  - Office of General Counsel (OGC)
  - Office of Leadership Development and Training (OLDT)
  - Office of Public Affairs (OPA)
  - Office of Research and Policy Development (RPD)
  - Office of Award Oversight and Monitoring (AOM)
  - AmeriCorps State and National
  - AmeriCorps VISTA
  - AmeriCorps NCCC
  - Learn and Serve America

## KEY CHANGES IN SENIOR CORPS PROGRAM GUIDANCE FROM FY 2008 TO FY 2009

Topic	Change
<b>Introduction and Overview</b>	<ul style="list-style-type: none"> <li>Summary of resources and processes planned in FY 2009</li> </ul>
<b>Part II-Available Resources</b>	<ul style="list-style-type: none"> <li>Based on continued services in FY 2009 at FY 2008 appropriation level</li> </ul>
<b>Part III- Programmatic Priorities</b>	<ul style="list-style-type: none"> <li>Updated Strategic Initiatives Highlights</li> </ul>
<b>Part IV-Working with Grantees and Volunteer Stations</b>	<p>New or updated sections on</p> <ul style="list-style-type: none"> <li>Revised Operations Handbooks for each program</li> <li>Updated Compliance Monitoring Guide</li> <li>Fund Raising and Senior Corps Projects</li> <li>King Day of Service 2009 and MLK Grantees</li> <li>National Mentoring Month, January 2009</li> <li>Web 2.0/Social Media</li> <li>Community College Association's "Plus 50" Initiative</li> <li>Volunteer Placements</li> <li>Volunteer Recognition</li> <li>Senior Corps Projects and Major Disasters</li> </ul>
<b>Part V-Performance and Accountability</b>	<ul style="list-style-type: none"> <li>Revised to focus on T/TA resources and new Optional Standard Work Plans for SCP and FGP</li> <li>Updated Section on Customer Satisfaction Survey</li> <li>New Section on Volunteering in America 2008 Report and Tools</li> </ul>
<b>Part VI-Training for Grantees</b>	<ul style="list-style-type: none"> <li>Revised guidance on official training events and budgeting</li> <li>Links to Training and Technical Assistance Resources, including materials from 2008 National Conference</li> </ul>
<b>Part VII- Administrative Themes</b>	<ul style="list-style-type: none"> <li>New review process for FGP and SCP renewal applications</li> <li>Section on new Federal Financial Report and Program Income including new NGA Terms and Conditions on Program Income and Trafficking in Persons</li> <li>Updated section on Office of AOM's Assessment and Monitoring Policies and Procedures in FY 2009</li> </ul>
<b>Part VIII-Calendar of State Office Tasks and Due Dates</b>	<ul style="list-style-type: none"> <li>Updated for FY 2009</li> </ul>
<b>Field Office State Office Tasks</b>	<ul style="list-style-type: none"> <li>Updated for FY 2009</li> </ul>
<b>Field Guidance Reference (Separate Document)</b>	<ul style="list-style-type: none"> <li>Updates to discussion of key topics such as the Strategic Initiatives, resources for effective practices, a new "Plus 50" initiative of the American Association of Community Colleges, FAQ on Program Income, Political Activity, and other topics of importance to State Office staff</li> </ul>

# Fiscal Year 2009 Senior Corps Field Guidance

## I. About the Annual Field Guidance

The annual Field Guidance presents the blueprint for field staff in their management of Senior Corps projects. Field Guidance also supplements the array of tools used by State Offices such as regulations, policies, and other systems.

Much of the background information – including Strategic Initiative updates, performance measurement discussion, working with national partners, tips to assure data accuracy and timeliness – is contained in a supplemental “Field Guidance Reference.” Field staff are encouraged to consult the Field Guidance Reference as needed for context and expanded discussion.

## II. Available Resources

For budget and planning purposes, this guidance is based on the House and Senate mark for Fiscal Year 2009 of \$213,785,000 for Senior Corps, which is apportioned as follows:

RSVP:	\$58,642,000
FGP:	\$108,999,000
SCP:	\$46,144,000

Funding levels might be modified when Congress completes action on the fiscal year 2009 appropriations bill.

## III. Programmatic Priorities for Senior Corps Grantees

### A. Continuing the Corporation-Wide Strategic Initiatives as the Basis for 2009 Programming

During FY 2009, Senior Corps will continue to work with State Office staff and grantees within the framework of the [\*Corporation's Strategic Plan 2006-2010\*](#), giving priority for new program development to the five Corporation-wide strategic initiatives:

- Harnessing Baby Boomers' Experience (with a focus on supporting older adults who require assistance to live independently)
- Ensuring a Brighter Future for All of America's Youth (in particular children and youth in disadvantaged circumstances)
- Mobilizing More Volunteers
- Engaging Students in Communities
- Supporting Disaster Preparedness and Response (added by Board Resolution in June 2007)

State Office staff should work with Senior Corps grantees at the time of grant renewal and throughout the year to encourage them to incorporate strategic priorities into their work plans.

Requests for proposals to replace grantees that have relinquished their grants or that were denied refunding should ask applicants to address how their proposed volunteer activities will address at least one of these focus areas.

Please see the **Field Guidance Reference** for background information, examples, progress in FY 2008, and information resources available.

State Highlights Report examples will also focus on the Strategic Initiatives.

## B. Strategic Initiatives and Data Collection and Reporting

In FY 2009, the Corporation will continue to refine its Strategic Initiatives data collection and reporting capabilities. In particular, the Corporation will:

- Develop standardized definitions as applicable to provide consistency, such as definitions for children in disadvantaged circumstances – the definitions will be disseminated when final and approved;
- Implement information tools as needed to ensure all programs have mechanisms to collect and aggregate Strategic Initiative data; and
- Continue to collect the examples provided by State Offices and grantees, and share the completed products to inform the entire Senior Corps network.

## C. 2008 Strategic Initiative Highlights

Strategic Initiative	Highlights
<i>Harnessing Baby Boomers' Experience</i>	<ul style="list-style-type: none"> <li>▪ The Corporation and the HHS Administration on Aging (AoA) unveiled at the National Conference on Service and Volunteering a multi-year partnership to engage more 55+ adults in addressing the needs of vulnerable populations through volunteer service.</li> <li>▪ The Corporation is collaborating with the AoA and the National Council on Aging to create new innovative opportunities for Baby Boomers and other older adults to support vulnerable populations through multi-generational programming. Senior Corps programs were encouraged to apply for funding and/or collaborate with recipients of grant funding to support needy populations in your area. For more information on these projects visit <a href="http://www.ncoa.org">www.ncoa.org</a>.</li> <li>▪ A new guidebook, <i>Boomer Volunteer Engagement: Collaborate Today, Thrive Tomorrow</i>, from VolunteerMatch, provides a step-by-step practical guide for engaging Boomers as volunteers who can help build organizational capacity. This book, developed for nonprofits and published in 2008, contains downloadable PDF worksheets, including organizational assessments, work plans, and progress report templates. These documents can be accessed at no charge at <a href="http://www.volunteermatch.org/nonprofits/boomerbook">www.volunteermatch.org/nonprofits/boomerbook</a>.</li> <li>▪ In 2008 Temple University's Center for Intergenerational Learning launched a new online course called "<a href="#">Capturing Experience: How People 50+ Can Help Your Organization</a>" to help organizations learn how to make more effective use of Baby Boomers.</li> </ul>

Strategic Initiative	Highlights
<i>Ensuring a Brighter Future for All of America's Youth</i>	<ul style="list-style-type: none"> <li>▪ The Corporation is collaborating with the Harvard Mentoring Project and MENTOR for National Mentoring Month 2009. Senior Corps programs are encouraged to celebrate and promote National Mentoring Month, in January, by participating in <i>Thank Your Mentor Day</i> (January 22, 2009) and using the month to recruit additional volunteers to serve as mentors. Visit the official website at <a href="http://www.nationalmentoringmonth.org">www.nationalmentoringmonth.org</a> (coming in November) to request resource materials and learn more.</li> <li>▪ “Caregiver’s CHOICE” is a new initiative sponsored by MENTOR/National Mentoring Partnership, with funding from HHS, that can provide additional funding and resources to RSVP and FGP projects that place volunteers as mentors of children of prisoners. See Section IV.A.5, below.</li> <li>▪ The Corporation collaborated with Federal agencies and community organizations to create the Youth Engaged in Service Toolkit (see “<i>Engaging Students</i>,” below), and is currently working on creating websites for both the Federal Mentoring Council and the Interagency Working Group on Youth Programs (formerly known as HAY).</li> </ul>
<i>Mobilizing More Volunteers</i>	<ul style="list-style-type: none"> <li>▪ The 2008 MLK Day of Service was the largest ever with more than 5,000 projects.</li> <li>▪ The Corporation and partners convened the Summit on Corporate Volunteerism and launched the “A Billion + Change” campaign to secure \$1 billion in professional skills for the nonprofit sector. For details visit: <a href="http://www.abillionandchange.org/">http://www.abillionandchange.org/</a>.</li> <li>▪ The Corporation unveiled the most recent Volunteering in America report on a new interactive website, <a href="http://www.volunteeringinAmerica.gov">www.volunteeringinAmerica.gov</a>. New materials developed in connection with the Volunteering in America report were made available at the Corporation’s Resource Center website at <a href="http://www.nationalserviceresources.org/via2008">www.nationalserviceresources.org/via2008</a>.</li> <li>▪ The Corporation conducted a new Volunteer Capacity Grant competition and awarded a cooperative agreement to Points of Light &amp; Hands On Network.</li> <li>▪ 1.1 million volunteers were honored with President’s Volunteer Service Awards.</li> </ul>
<i>Engaging Students in Communities</i>	<ul style="list-style-type: none"> <li>▪ The President’s Council on Service and Civic Participation, in collaboration with many CNCS grantees and others, recently launched the Youth Engaged in Service (YES) Toolkit, available at <a href="http://www.presidentialserviceawards.gov/yes/index.html">http://www.presidentialserviceawards.gov/yes/index.html</a>. The toolkit focuses on the “how and why” to incorporate volunteer projects into youth programs.</li> <li>▪ The Corporation established a service-learning webinar series in cooperation with America’s Promise and Innovations in Civic Participation.</li> <li>▪ The Corporation supported Summer of Service 2008 activities. For details visit <a href="http://www.nationalservice.gov/about/initiatives/summer.asp">http://www.nationalservice.gov/about/initiatives/summer.asp</a></li> </ul>

<b>Strategic Initiative</b>	<b>Highlights</b>
<i>Supporting Disaster Preparedness and Response</i>	<ul style="list-style-type: none"> <li>▪ In June 18, 2008, Senior Corps provided State Offices with a memo and FAQ on “Senior Corps Projects and Officially Declared Major Disasters.” These apply whenever all or a part of the service area of a Senior Corps project is officially declared by the President or the Governor of the respective state as a major disaster area. For more information, see Section IV.A.10 below.</li> <li>▪ The first CNCS Disaster Coordinator Cadre training occurred in April at FEMA’s Emergency Management Institute. Thirty CNCS staff from Headquarters and State Offices were trained to work with FEMA and better support national service in response to Federally declared disasters.</li> <li>▪ The National Response Framework was released, and CNCS was charged with coordination of unaffiliated volunteers in coordination with state and local governments.</li> <li>▪ The Corporation’s Office of Emergency Management worked with National Response Team to develop the first Federal-to-Federal volunteer management plan in response to oil spills.</li> </ul>

## IV. Working with Grantees and Volunteer Stations

### A. New for 2009

#### 1. Revised Operations Handbooks

Revisions of Operations Handbooks for all three Senior Corps programs were distributed at the 2008 National Conference in Atlanta on bracelets incorporating USB drives and presented at several sessions, including the program forums and tabletops. The handbooks are available online at <http://www.nationalserviceresources.org/resources-specific-groups/senior-corps> where they can be downloaded and saved to local media or accessed remotely. Major revisions include:

- Updates to bring them in line with amendments to regulations
- New and updated information on Corporation T/TA and other resources
- Information on eGrants
- Links to citations in regulations
- Updated section on PFI/Performance Measurement
- Revised section on Reports and Recordkeeping
- Edits to clarify meaning as suggested by project directors and field staff

Field staff are asked to become familiar with the new handbooks and help grantees use them as a resource for guidance on operational issues. It is important to emphasize that the handbooks are provided as a technical assistance resource and are not the primary sources of program requirements and policies. For this purpose, sponsors should be encouraged to familiarize themselves thoroughly with the respective program regulations in [45 CFR 2551](#), [2552](#), and [2553](#), including the [OMB Cost Principles](#) and other grants management requirements that are incorporated by reference.

As necessary, further revisions will be posted online with instructions for downloading.

## **2. Updated Compliance Monitoring Guide**

The Senior Corps “Guide for Quality Assurance and Compliance Monitoring Site Visits” was last updated on March 13, 2008, and is available for downloading by clicking [here](#). This version incorporates new items to monitor:

- Compliance with the final Criminal History Checks requirements and
- Compliance with OMB requirements governing fund raising and Senior Corps grants.

Additional changes suggested by a review of Corporation Monitoring tools by the Office of the Inspector General will be incorporated in a new revision to be issued in the first quarter of FY 2009.

## **3. Fund Raising and Senior Corps Projects**

On January 18, 2008, the Corporation provided grantees with a memo and FAQ clarifying the OMB requirements concerning fund raising and how these requirements affect Senior Corps grantees. In addition, a page was created at The Resource Center at <http://www.nationalserviceresources.org/sc-fund-omb-cost-principles> where these documents were posted as well as links to a variety of technical assistance resources, such as rebudgeting scenarios and examples, and information on tracking time and activity to account for fund raising activities on the part of Senior Corps project staff. The revised “Senior Corps Guide for Quality Assurance and Compliance Monitoring Site Visits” of March 13, 2008, contains additional items to help ensure that grant funds are not used for prohibited fund raising costs. The revised RSVP Operations Handbook contains added material on this topic as well as links to the OMB cost principles at <http://www.nationalserviceresources.org/sc-fund-omb-cost-principles/>.

## **4. King Day of Service**

Participation in the Martin Luther King, Jr. Day of Service has grown every year since Congress passed legislation in 1994 urging Americans to honor Dr. King by engaging in service on his holiday. Last year, more than 500,000 Americans took part in 5,000 projects from coast to coast -- building homes, delivering meals, refurbishing schools, reading to children, signing up as mentors, and much more.

MLK Day 2009 is January 19. All Senior Corps grantees should be encouraged to lead or participate in a King Day of Service project. State Offices are asked to make a special effort to ensure all grantees planning King Day of Service activities register them at <http://my.mlkday.gov/>. Grantees should also post their volunteer opportunities at VolunteerMatch using a title or description that clearly identifies the opportunity with the King Day of Service. These opportunities will be accessible to potential volunteers through [www.volunteer.gov](http://www.volunteer.gov), [www.getinvolved.gov](http://www.getinvolved.gov), as well as [www.volunteermatch.org](http://www.volunteermatch.org).

All registered projects will be surveyed on their activities, using a standardized OMB-approved instrument that replaces the self-reporting in prior years.

[My MLK Day](#) continues to be the portal for grantees to find information and ideas for developing local King Day of Service projects, including an [MLK Day Project Planning toolkit](#).

**National King Day of Service Grantees:** Seven national organizations were selected in FY 2008 for three-year King Day of Service grants. These organizations will activate their networks, reach out to new partners, mobilize volunteers, and provide cross-sector leadership for the annual King Day of Service. As part of their grant, each will reach out to organizations inside and outside their network to carry out service projects on the day of service. For additional information on the grantees, see the Field Guidance Reference.

Representatives from each Cluster will work with these grantees to help facilitate input and support for grantee activities from states in each cluster and ensure these grantees are linked up with local partners, including Senior Corps grantees.

The Cluster representatives are:

- Atlantic Cluster – Mary Strasser, PA State Program Director
- North Central Cluster – John Hosteny, IL State Program Director
- Southern Cluster - Betty Platt, NC State Program Director
- Pacific Cluster – Janet Beatty, CA State Program Specialist (Oakland)
- Southwest Cluster – Terry Gunnell, AZ State Program Director

## 5. Mentoring

### ▪ National Mentoring Month, January 2009

The Corporation is collaborating with the Harvard Mentoring Project and MENTOR for National Mentoring Month, January 2009. State Offices should encourage FGP and SCP grantees to celebrate and promote National Mentoring Month by participating in Thank Your Mentor Day (January 22, 2009) and using the month to recruit additional volunteers to serve as mentors. More information and resource materials will be available at [www.nationalmentoringmonth.org](http://www.nationalmentoringmonth.org) as of November 2008.

### ▪ Caregiver's CHOICE

This is an HHS-funded initiative sponsored by MENTOR/National Mentoring Partnership that can provide additional funding and resources to RSVP and FGP projects that place volunteers as mentors of children of prisoners. More information is available here: [http://www.mentoring.org/find\\_resources/caregiverschoice/](http://www.mentoring.org/find_resources/caregiverschoice/).

Caregiver's CHOICE was originally envisioned as a program where the person with whom the child resides could take a voucher to the program and secure a mentor for the child. In the second year, HHS has adapted the model beyond the caregivers to help ensure the broadest participation by children of prisoners and mentors. HHS is authorizing mentoring projects to identify the children of prisoners and make the matches. This new flexibility provides numerous opportunities for RSVP and FGP projects that provide mentors for children of prisoners, including:

- Accessing funding to serve more children – approved mentoring programs receive \$1,000 for every Caregiver's CHOICE mentoring match that lasts at least one year.

- Managing mentor participation – the number of children mentored and the number of volunteers can range from one to dozens; the local programs determine the size and reach of the activities.
- Leveraging national efforts to recruit children of prisoners – the Caregiver’s CHOICE project team will engage caregivers and incarcerated parents through national networks, prisons, and other groups in selected geographic areas. Caregiver’s CHOICE mentoring programs have access to recruitment information.
- Benefitting from cutting-edge training and tools – including training from experts, and quality outcomes checklists.

All three Senior Corps Associations are serving as lead coordinators to MENTOR on behalf of their FGP and RSVP members. The three National Associations will work with their members as applicable to gather information, submit mentoring data, receive funds from MENTOR, and disburse payments per mentoring match to the participating FGP and RSVP projects. Each association can retain some of the \$1,000 per match to cover their administrative costs.

The Corporation does not have a formal role in overseeing FGP and RSVP projects participating in Caregiver’s CHOICE. However, state offices should be aware of the following:

- The three national associations – NAFGPD, NARSVPD, and NSCA are managing the project on behalf of their members.
- FGP and RSVP projects with questions should contact the respective association for assistance.
- Funding received by FGP and RSVP projects through the Caregiver’s CHOICE project counts as program income.

Funding received by FGP and RSVP projects through the Caregiver’s CHOICE project cannot be used to satisfy the required non-Federal share, as the funds are classified as Federal.

## 6. Web 2.0/Social Media

During FY 2009, the Corporation will continue to highlight Senior Corps grantees using social media and networking technologies. The Corporation’s Social Media team has created a blog called “Discovering Web 2.0 and Social Media” available to staff and grantees at <http://cncsweb20.blogspot.com/>. There are links at this site to a wide variety of resources on social media, including blogs, social networking websites, podcasting, wikis, etc. Also, LEARNS' latest edition of the *Youth Impact* newsletter, "MySpace and YouTube and Blogs, Oh My! Enhancing Your Youth Program with Web 2.0 Tools," explains key Web 2.0 technologies and offers ideas on how volunteers and programs can put them to use. Download it at <http://www.nationalserviceresources.org/files/Youth-Impact-vol-2.pdf>. Field staff are encouraged to become familiar with the technologies and encourage grantees to post information about their experiences on the blog.

## **7. AACC Plus 50 Initiative**

The Plus 50 Initiative of the American Association of Community Colleges (AACC) is a three-and-a-half-year effort through which a pilot group of two-year institutions will create or expand campus programs to engage the 50+ population in learning; training/re-training programs; and/or volunteer, civic, and service activities. The initiative is funded by a grant to AACC from the Atlantic Philanthropies. AACC has provided sub-grants to member colleges selected through a competitive grant process to 10 demonstration colleges and to 5 mentor colleges that have well-defined programs to serve the 50+ population.

Additional information is included in the Field Guidance Reference, including a list of participating colleges indicating which Senior Corps projects are co-located with participating community colleges. State Offices are asked to facilitate connecting co-located Senior Corps projects with the colleges to explore areas of potential collaboration, such as:

- Assignment of RSVP volunteers to support Plus 50 activities at the colleges.
- Senior Corps volunteers serving in the field with college service-learning and other community service activities.
- RSVP directing workshops at the community colleges for nonprofits on recruiting the 50+ adult.
- Engaging the skills of community college professionals for RSVP activities.

For more information click [here](#).

## **8. Volunteer Placements**

Developing high-impact volunteer placement options that appeal to a wide range of volunteers is a key element of project and volunteer management. State Office staff should work with Senior Corps grantees to help them make deliberate and strategic decisions about volunteer placements. One key factor to consider is how the volunteers, who are limited and valuable resources, can most effectively meet compelling needs. For example:

- Some FGP projects may be placing many of their volunteers in day-care settings and missing opportunities available to help address the needs of the most disadvantaged children, including children in the foster care system, children of prisoners, adjudicated youth, or children of homeless parents.
- Senior Companion projects may have many placements in nursing homes rather than in clients' homes to support independent living.
- Some RSVP projects have large percentages of their volunteers serving in congregate meal sites. These are not likely to be the kinds of assignments that will excite the imagination of Boomers.

## **9. Volunteer Recognition**

State Offices are encouraged to help Senior Corps grantees think creatively about how volunteer service is recognized. While the traditional luncheon recognition event may be perfectly suited for some projects, others may benefit from other forms of recognition such as:

- Educational events on topics of community or individual interest.

- Negotiated discounts for services and products.
- Outings to nearby points of interest.
- “Voluntourism” opportunities, combining visits to places of interest with service opportunities.

The Resource Center has created a special page with links to a wide range of ideas and resources for volunteer recognition at <http://www.nationalserviceresources.org/volunteer-member-staff-management/recognition>.

## **10. Senior Corps Projects and Major Disasters**

On June 19, 2008, the Director of Senior Corps issued a memo to State Program Directors that appended an FAQ dealing with Senior Corps projects and major declared disasters. The memo provides guidance on topics such as project operations in affected areas, Foster Grandparents and Senior Companions in the affected area and their stipends, and the response of projects outside the affected area. State Office staff can access the memo and FAQ on the Corporation’s network at <S:\everyone\Senior Corps\Disaster Response Memo and FAQ>.

## **B. Continuing Priorities**

### **1. Criminal History Checks**

The FGP and SCP regulations require grantees to conduct and document National Service Criminal History Checks on Senior Companions and Foster Grandparents, as well as grant-funded employees of these programs who, on a recurring basis, have access to children, persons age 60 or older, or individuals with disabilities. The final rule and additional information continue to be available at the following website:

[http://www.nationalservice.gov/for\\_organizations/manage/history\\_checks.asp](http://www.nationalservice.gov/for_organizations/manage/history_checks.asp). The amendments have been fully incorporated in both the online and hard copy versions of the Code of Federal Regulations (CFR).

Key points that State Offices should know:

- The new rule went into effect November 23, 2007.
- The rule does **not** include RSVP volunteers or project staff.
- The rule applies to all FGP and SCP volunteers as well as to grant-funded employees who have access, on a recurring basis, to children, individuals age 60 and older, or individuals with disabilities.
- Background checks are allowable project support expenses (“above the line”).

The current version of the “Senior Corps Guide for Quality Assurance and Compliance Monitoring Site Visits,” dated March 13, 2008, contains items to monitor compliance with the criminal history check requirements, and the FGP and SCP Operations Handbooks issued in June 2008 summarize the requirements and contain links to the Corporation’s resource page on this topic.

The Nonprofit Risk Management Center's *Staff Screening Toolkit* continues to be a practical and valuable reference guide. The third edition of the Toolkit was published in 2004. A copy is available online at [www.nationalservice.gov/screeningtoolkit](http://www.nationalservice.gov/screeningtoolkit).

## **2. Responding to SCP and FGP Grant Audit Concerns**

In response to concerns raised by the Office of the Inspector General, with assistance from SCP and FGP project directors, we developed two new sample forms, which were incorporated in the new Operations Handbooks. Field staff should continue to encourage their SCP and FGP grantees to use the sample forms. In this way, grantees can help to avoid potential negative audit findings.

### **a. Sample Volunteer Income and Age Eligibility Forms for SCP and FGP**

The form in the revised handbooks accurately reflects the requirements for income and age eligibility. It also includes language in the instructions that clarifies that income for new applicants to FGP and SCP is projected for the next 12 months, whereas for serving volunteers eligibility is based on actual income for the past 12 months. We ask that program managers ensure that grantees conduct the annual review in accordance with program provisions and that documentation of the review is available in each grantee's file. The requirements are found in the program regulations in [45 CFR 2551.42](#) for SCP and [45 CFR 2552.42](#) for FGP.

### **b. Eligibility of Children Assigned to Foster Grandparents/FGP Assignment Plans**

The format of the assignment plan form in the revised handbooks is designed to clearly meet all the requirements for the assignment plan specified in [45 CFR 2552.72](#) and identify the children as having special or exceptional needs, as defined in [45 CFR 2552.12 \(f\) and \(g\)](#). As in the case of the age and eligibility forms, the new assignment plan format is not required, but grantees should be strongly encouraged to use it and to retain the completed assignment plan on file to avoid potential audit findings.

## **3. Senior Corps Association Dues**

Under the OMB Circulars, membership dues in professional organizations are an allowable cost. These may be budgeted as Federal and required non-Federal as well as excess funds. Therefore, Senior Corps grantees may include membership dues for Senior Corps and other professional associations in their grant budgets. They may also budget for the travel associated with these associations. As always, budgets are subject to review by field staff and grants officers for reasonableness.

## **4. Administrative Burden/Tracking of RSVP Volunteer Hours**

On March 16, 2007, the Senior Corps Director issued a memo to field staff that:

- Rescinded the October 8, 2003 "Policy Memo — RSVP Volunteer Timesheets" addressed to field staff;
- Reinforced that RSVP sponsors are required to track the service hours of RSVP volunteers; and

- Refocused attention from a particular tool (timesheets) to the importance of keeping accurate records of RSVP volunteer hours.

RSVP projects are responsible for meeting the following requirements established in the RSVP regulations:

*A sponsor shall ... Establish record keeping and reporting systems in compliance with Corporation requirements that ensure quality of program and fiscal operations, facilitate timely and accurate submission of required reports and cooperate with Corporation evaluation and data collection efforts.” [45 CFR 2553.25]*

At present, the “required reports” include:

- The Project Progress Report (PPR), which includes the Project Profile of Volunteer Activity (PPVA),
- The Financial Status Report (FSR), which will be replaced by the Federal Financial Report (FFR) during FY 2009, and
- Such other reports as may be required by applicable OMB Circulars. RSVP projects are responsible for having a system that allows them to track volunteer hours accurately and in sufficient detail to meet the requirements of these reports.

Since many RSVP projects had been using a form that combined time reporting with submission of request for reimbursement for mileage and meal expenses, the March 16, 2008 memo pointed out that “Recordkeeping systems maintained by projects must continue to include processes for reimbursement of volunteer expenses, consistent with allowable expenses as stated in program regulations. As projects determine good business practices and develop the tools that work best for their needs, they should also keep in mind that reimbursements are auditable.”

The revised “Senior Corps Guide for Quality Assurance and Compliance Monitoring Site Visits” of March 13, 2008, and the revised RSVP Operations Handbook issued in June 2008 both reflect these requirements.

## **5. Project Profile and Volunteer Activity (PPVA) National Data Collection**

Information about Senior Corps projects and volunteer information for FY 2009 will be collected using the Project Profile and Volunteer Activity (PPVA) national data collection and survey administered by Senior Corps headquarters to local RSVP, FGP, and SCP grantees. PPVA forms are completed and submitted using eGrants. As in the past, submissions from individual projects are aggregated to present national and regional snapshots of project activities, clients served, sponsor and volunteer station profiles, volunteer demographics and trends, and other aspects of project operations. State Offices are responsible for reviewing PPVA submissions from their Senior Corps grantees for accuracy and completeness. For more information, please see:

- Section VIII. “2009 Calendar of Reports and Due Dates”
- State Office Tasks in Implementing Key Senior Corps Goals and Strategies for FY 2009

## V. Strengthening Performance and Accountability

The Corporation continues to emphasize accountability and performance of its programs. Performance measurement is important both as a program management tool and as a means to communicate program impact.

As in previous years, the two dimensions of the Corporation's performance measurement initiative are:

- (1) *Accountability of Senior Corps projects at the local level*, a process now familiar to most grantees, that builds on Programming for Impact and allows grantees to select their own local performance measures; and
- (2) *National measures of program performance*, a Corporation-wide process that results in national measures of program performance, which are reflected in the Corporation's annual Performance and Accountability Report to Congress. As part of a government-wide pilot program, the most recent Performance and Accountability Report was incorporated in the Corporation's [FY 2009 Budget Justification](#).

### Outcome-Based Programming Changes

In early summer of 2008, Senior Corps convened a working group comprised of Field and Senior Corps HQ staff to determine ways to streamline the current outcome-based programming requirements for Senior Corps grantees. The goal is to develop and work with State Offices and colleagues to implement changes in the Senior Corps Grant Application. The working group will propose a training framework for State Offices and grantees. The timeframe is mid-to-late fiscal year 2009.

## A. Performance Measurement at the Grantee Level

Grantees needing help in understanding the Corporation's expectations concerning grantee performance measurement may be referred to the instructions for the Senior Corps Grant Application and the [Senior Corps Toolkit: Performance Measurement Initiative](#).

During FY 2009, Project STAR will continue to be available to provide e-mail and telephone coaching. To access Project Star resources go to <http://www.nationalserviceresources.org/star/star>.

### Accounting for All Enrolled Volunteers in Work Plans

The Corporation allows work plans to include varying degrees of detail, depending on whether the volunteer activities are included in outcome/impact-based work plans or other work plans.

However, *in every RSVP, FGP, and SCP project, all enrolled volunteers must be accounted for in work plans.*

- **Optional Standard Work Plans and Performance Measurement Tools for Senior Companion, Foster Grandparent, and RSVP Projects**

**SCP:** In 2006, a working group was formed comprising a State Program Director and several Senior Companion project directors. With the assistance of Project Star, the group developed the following set of **optional** work plans and performance measurement tools available at The Resource Center to track and capture outcomes:

- [In Home Care Service Activity](#)
- [Companionship / Outreach Service Activity](#)

- [Respite Care Service Activity](#)

Use of these tools, available online at <http://www.nationalserviceresources.org/star/sc-workplan-optional>, can streamline the efforts of Senior Companion projects, as all of the materials and indicators are pre-validated and reliable. RSVP projects can also adapt these materials for volunteers engaged in similar activities.

**FGP:** In the summer of 2007, a similar process began, where a State Program Director facilitated a working group of FGP project directors who developed the following optional draft work plans and performance measure tools for the Foster Grandparent Program. These tools are currently undergoing a peer review process to test their validity and reliability.

- [Preschool Activity \(draft\)](#)
- [Head Start Activity \(draft\)](#)
- [Elementary School Literacy Activity \(draft\)](#)
- [Mentoring Activity \(draft\)](#)

While these tools for FGP have not yet been pilot tested by Project Star, they reflect the extensive experience of the work group members and illustrate one approach to standardizing performance measurement indicators across multiple projects. RSVP projects with volunteers engaged in similar activities may also adapt these materials for their purposes. They are available at <http://nationalserviceresources.org/star/sc-option-foster>.

State Office program managers are encouraged to review these tools and, as applicable, encourage Senior Companion, Foster Grandparent, and RSVP projects in their portfolios to review and consider adopting these new work plans, templates, and instruments.

## **B. National Surveys and Studies**

### **Customer Satisfaction Survey and Report for 2009**

FY 2009 will mark the fifth year of the Corporation's annual assessment of customer satisfaction, including the satisfaction levels of Senior Corps grantees. A third party firm called the CFI Group USA, LLC, conducts the Customer Satisfaction Survey. Through this online survey, grantees may provide feedback on the quality of customer service that they receive from the Corporation. The results are a source of data for national reporting and provide vital feedback to the Corporation about successes and areas for improvement. In 2007, the overall satisfaction score of Senior Corps grantees with services provided by the Corporation was 72 – four points above the Federal average of 68 points. Data collection for 2008 is scheduled to begin late September 2008, with results anticipated by the 2<sup>nd</sup> quarter of FY 2009.

As in previous years, State Offices should encourage their grantees to participate in the survey. The Office of Field Liaison will send an initial announcement about the survey two weeks before the survey begins and periodic updates throughout the data collection period.

## VI. Training Guidance

### A. Overview

Training and technical assistance (T/TA) is a strategy to enhance the management and programmatic skills of Senior Corps grantees and is delivered through three vehicles:

- (1) **Face-to-face.** Training events that provide workshop sessions, direct interaction with Corporation staff and subject matter specialists, and networking with peers and colleagues.
- (2) **Online distance learning such as webinars, tutorials, and in some cases, one-on-one coaching.** [The Resource Center](#) is the online destination for tools and training resources, and is available to Corporation staff as well as grantees. Users can search and access online training tools, such as Performance Measures tutorials or financial management webinars.
- (3) **Online Materials.** [The Resource Center](#) also has an extensive library of materials, including effective practices, toolkits, sample work plans, event calendars, and a catalogue of printed publications and videos available on loan. The Resource Center also serves as a learning exchange where individual projects can share their innovations and effective practices with others, as well as content in many formats developed by the Corporation's past and current T/TA providers.

### B. Grantee Training in FY 2009

- (1) **Flexible Models.** In FY 2009, state offices, in conjunction with the approval of the respective Area Manager, will have considerable flexibility to determine how Senior Corps grantees in their states will receive annual training.

In previous years, Senior Corps' Training Guidance specified a **“required training”** for grantees such as:

- A cross-program event
- All Senior Corps projects in the Cluster at the National Conference on Service and Volunteering
- All Senior Corps projects at a national conference.

In FY 2009, with the exception of the Pacific Cluster, Senior Corps **does not establish a “required training event” or standard training configuration.** Instead, Area Managers and state offices will work within the following principles and guidelines to determine appropriate training for Senior Corps grantees.

As always, Senior Corps executive directors are encouraged to attend and/or participate in training opportunities.

## (2) Senior Corps FY 2009 Training Guidance Principles, Budgeting and Resources, and Action Items

Senior Corps FY 2009 Training Guidance: Principles, Budgeting and Resources, and Action Items		
Description	Budgeting Guidance and Resources	State Office Action Items
<b>Principle 1 – New Project Director Training</b>		
All new Senior Corps project directors <sup>♦</sup> are required to attend the 2009 National Conference on Volunteering and Service (NCVS) in San Francisco, California. New Project Director Training will be offered during the conference.	New project directors must budget to attend the 2009 National Conference in San Francisco	Provide training event and budget instructions to new project directors. Identify new Project Directors for this training, defined as those who started on the job after June 1, 2008
<b>Principle 2 – Onsite Trainers from the National T/TA Providers only available for the 2009 National Conference on Volunteering and Service</b>		
The Pacific Cluster Senior Corps grantees will attend NCVS in 2009. Senior Corps specific sessions will be integrated into the conference.	Pacific Cluster Senior Corps grantees must budget to attend the 2009 NCVS in San Francisco.	Provide training event and budget instructions to new project directors.
<b>Principle 3 – Face-to-face Training Events</b>		
<p>States not in the Pacific Cluster are encouraged to identify options for Senior Corps grantees to receive face to face training, such as these listed below:</p> <ul style="list-style-type: none"> <li>• <b>Cross-program events</b> remain the preferred approach to training for Senior Corps. For purposes of this guidance, cross-program means involving Senior Corps, AmeriCorps, and Learn and Serve America, as well as other appropriate Corporation grantees.</li> <li>• <b>Senior Corps-only events</b> may be planned if it is not possible to arrange a cross-program event.</li> </ul>	<p><b>Budgeting Guidance</b> All Senior Corps grantees <i>must budget</i> for at least one and preferably two staff –the Project Director and the sponsor’s Executive Director or designee – to attend a training event that is directly related to accomplishing the goals of the Senior Corps grant. Budgeting in advance ensures that grant funds are reserved and available for training opportunities whether face-to-face with travel, face-to-face locally, or distance. Examples <i>include but are not limited to</i>: state or cluster cross-program training; the National Conference on Volunteering and Service; the National Service-Learning Conference (Nashville, TN, March 12-18, 2009), or a conference sponsored by an appropriate organization that specializes in some aspect of the work of Senior Corps</p> <p><b>Resources available to Clusters</b> <b>(1) Cluster Training Support Funds.</b> Each cluster will receive</p>	<p><b>(1) Assess training needs of Senior Corps projects in the state.</b> Training needs can result in a variety of approaches for specific projects. For example a State Office may determine that:</p> <ul style="list-style-type: none"> <li>• Experienced Senior Companion project directors attend a national conference convened by the American Society on Aging.</li> <li>• Experienced RSVP project directors with an interest in intergenerational programming attend the national Generations United conference.</li> <li>• Most other projects in the state attend the Governor’s Service Conference, with an add-on Senior Corps only</li> </ul>

<sup>♦</sup> New Project Directors are those who started on the job after June 1, 2008.

## Senior Corps FY 2009 Training Guidance: Principles, Budgeting and Resources, and Action Items

Description	Budgeting Guidance and Resources	State Office Action Items
<p><b>Note: In these cases T/TA providers will not be available to support on-site training for cross-stream or Senior Corps only events. Other trainers, such as state staff, may be provided with curricula and presentation materials to conduct workshop sessions.</b></p> <p><b>Conferences Sponsored by Appropriate Non-Profit Organizations or Government Agencies</b> are allowable if the State Office determines such events are the best opportunities for particular grantees. Appropriate conferences include the 2009 NCVS or other conferences focused on topics relevant to Senior Corps, such as those convened by national aging or volunteer management organizations.</p>	<p><b>\$10,000</b> to support grantee training activities within the cluster. <i>Area Managers are responsible for the allocation of these funds to states within the cluster.</i> These funds may be used as follows:</p> <p><b>a) Logistics</b>, including meeting rooms, printing, audio-visual equipment, etc. that may be needed when adding Senior Corps-only sessions to a cross-program event.</p> <p><b>NOTE:</b> Cluster training support funds <b>may not be used to cover grantee travel or meals.</b> Travel, meals, conference registration fees, etc. must be paid by grantees from grant sources.</p> <p><b>(b) Registration Fees/Use of RegOnline.</b> The management of training events, including collection of registration fees, is coordinated through the Conference Services Manager at <a href="mailto:conferencemanager@cns.gov">conferencemanager@cns.gov</a>. If it is necessary to collect a fee to pay for meals or food for breaks, this can be done through RegOnline, which can also disburse the funds collected. Services are allocated based on the availability of funds and the priorities communicated to the Conference Services Provider by the CNCS Conference Services Manager in consultation with the program offices. Services should be requested at least three months in advance of the event.</p> <p><b>(2) Training materials developed by T/TA providers</b>, including PowerPoint slides, session designs, and handouts.</p>	<p>meeting during the conference.</p> <ul style="list-style-type: none"> <li>Several projects attend a topic-specific conferences, such as a Volunteer Management Conference in their own communities.</li> </ul>
<b>Principle 4: Pre-Approved Training Materials</b>		
<p>It is essential to deliver training and information that is accurate, appropriate to the topic, and tailored to the grantees. National T/TA providers, experienced project directors, state staff, and other experts have contributed to an impressive collection of “ready-to-go” training curricula and materials. These materials</p>	<p>If a State Office has need for materials not in the existing collection, Senior Corps and OLDT Liaisons will work with the State Office to develop new training curricula, presentations and handouts.</p>	<ul style="list-style-type: none"> <li>Review materials about topics that will be included in 2009 state training events.</li> <li>Use pre-developed materials from the existing collection to deliver training.</li> <li>Work with Senior Corps and OLDT Liaisons: Jane Quist, Senior Corps</li> </ul>

## Senior Corps FY 2009 Training Guidance: Principles, Budgeting and Resources, and Action Items

Description	Budgeting Guidance and Resources	State Office Action Items
are available to all state staff and should be used in Senior Corps training in 2009 as needed.		<a href="mailto:jquist@cns.gov">jquist@cns.gov</a> and Margie Legowski, OLDT <a href="mailto:mlegowski@cns.gov">mlegowski@cns.gov</a>
<b>Principle 5: Area Manager Approval of Training Plans Required</b>		
Area Managers and Senior Corps will use the 2009 Training Plan Summary Report information as each state's proposed training plan. The Summary Report was compiled based on State Director comments during cluster conference calls in August 2008. All events identified by State Directors are approved.	NA	States that did not previously identify training plans must send an email describing the type of event or method to the Area Manager for approval. Area Managers forward revisions to Senior Corps – attention Jane Quist ( <a href="mailto:jquist@cns.gov">jquist@cns.gov</a> ). Senior Corps will disseminate complete updated plans to Area Managers as needed.
<b>Principle 6: Training Reports</b>		
After the training event occurs, State Office must provide a brief summary to the Area Managers and Senior Corps.	NA	State Offices to include a brief narrative report of training events State Office Monthly Report.

## C. Trainers and Training Materials

As noted previously, trainers from the national T/TA providers will only be available at the 2009 National Conference in San Francisco, CA, which will be a required training event for the Pacific Cluster.

For all other training events, we anticipate the following.

- **Corporation State Office Staff as Trainers:** Senior Corps is confident that state staff can provide training that grantees need to comply with Federal regulations and Senior Corps policies. National T/TA providers will develop training materials, including PowerPoint presentations, session guidelines, handouts and sample exercises for field staff to use. All materials developed by the national providers will include training instructions.
- **Experienced Senior Corps Project Directors:** Some project directors have developed high quality programmatic and volunteer management sessions and materials to present effective practices.
- **Other:** National and community organizations or government agencies can be sources of excellent grantee training. State offices can propose such opportunities to the Area Manager for approval.

## D. Other Resources and Information

- **The Resource Center**, located at [www.nationalservice.gov/resources](http://www.nationalservice.gov/resources), is the repository for T/TA resources for Senior Corps and other CNCS programs. The site was redesigned in June 2008 to provide a more user-friendly experience and to incorporate a robust search engine. In particular, users can select broad search parameters from the home page, such as “Senior Corps,” and then access resources specific to the audience or needs. For assistance with the website, grantees may call the Resource Center at 800-860-2684.

The Resource Center contains online training tools, event calendars, and effective practices, as well as a catalogue of printed publications and videos available on loan. The Resource Center’s content is generated by a network of T/TA providers who serve the needs of volunteer and service programs. In addition, the Resource Center serves as a learning exchange where individual programs can share their innovations and effective practices with others.

Senior Corps’ T/TA products and plans are enhanced by the involvement of the **T/TA Sounding Board**, a group of Senior Corps project directors and sponsor executive directors who give feedback to CNCS to help develop learning goals, and review T/TA materials and training activities.

Four working groups led by state office staff assist Senior Corps in addressing the following topics: Sponsor Engagement, New Grantee Training, Connecting Projects with Resources, and the 2009 National Conference. For a list of participants, click on [Senior Corps T/TA Sounding Board Participant List](#).

The participants are selected from nominations made by State Directors and Area Managers.

- **2008 National Conference Materials**

At the June 2008 National Conference on Volunteering and Community Service, a wide range of workshops, forums, and other sessions were presented. Presentations from these sessions have been posted in two locations.

- To access Senior Corps-specific resources, go to <http://nationalserviceresources.org/sc-conference-2008>.
- To access the full collection posted at [VolunteerResource.org](http://www.jjhill.org/pol/index.cfm?action=main.specialCollection&lngSCID=65), click on the following link:  
<http://www.jjhill.org/pol/index.cfm?action=main.specialCollection&lngSCID=65>.  
Materials from past national conferences can also be found on this site, using the drop down menus.

## **F. Reporting T/TA Needs on the Progress Report and Follow-up**

- Senior Corps grantees report T/TA needs in the narrative section of their semi-annual Progress Report (PPR).
- The Corporation Program Officer should:
  - a) Follow up on grantee T/TA requests by reviewing with the grantee the T/TA needs requested on the PPR.
  - b) Help connect the grantee to the appropriate T/TA.
  - c) Note follow-up actions taken in the “Review Progress Report” screen in eGrants, accessed by clicking on the CNCS button at the “Enter/Review PR” screen.

## **G. Identifying T/TA Needs Based on Renewal Applications**

State Offices can also help grantees assess their T/TA needs through the renewal application review process (see Sections VII.A.1 below). An outcome of this process is a TA plan developed by the Corporation’s State Office and discussed with the grantee. As the grantee takes advantage of T/TA resources, they are expected to report on the results in the PPR.

## **VII. Administrative Themes**

### **A. New for 2009**

#### **1. New More Rigorous Review Process for FGP and SCP Renewal Applications**

Building on the experience gained with the RSVP renewals during FY 2008, described in VII.B.1, as of FY 2009 FGP and SCP renewal applicants will benefit from a more rigorous review of their applications. The process will be similar to the one established for RSVP, except that there will be no second reviewer. The program officer will use the standardized application review form developed for RSVP applications. Grantees will receive feedback on their applications using standardized form letters. The Area Manager will oversee the reviews and must concur with the feedback the State Office proposes to provide the grantee. Application review results and

feedback letters will be recorded in eGrants. Review results will also be used to provide grantees with a T/TA plan. A detailed PowerPoint briefing on the process for FGP and SCP will be posted on the shared drive a week prior to each application due date for staff to review. If necessary, webinars will be scheduled to go over the briefing and respond to questions.

## **2. Federal Financial Report (FFR) and Program Income**

### **a. Overview**

In Fiscal Year 2009, the Corporation will implement two changes with respect to RSVP, Foster Grandparent and Senior Companion program grants.

#### **New in Fiscal Year 2009:**

- A new government-wide Federal Financial Report (FFR); and
- Two new Terms and Conditions in the Notice of Grant Award (NGA).

### **b. The New Federal Financial Report (FFR)**

The Office of Management and Budget (OMB) expects all Federal agencies to begin using a new government-wide financial reporting form, the Federal Financial Report (FFR) in 2009. When fully implemented, the new FFR will combine data that Corporation grantees report on two separate forms: the Federal Cash Transaction Report to HHS (FCTR, also known as the “272”) and the Financial Status Report to CNCS (FSR, also known as the “269”).

Unlike the existing FSR, the new FFR includes data fields specifically to report program income. The Corporation’s current FFR implementation schedule for its grantees is January 2009.

Recognizing that the overarching purpose of Senior Corps programs is to address critical human and community needs by mobilizing and cultivating volunteers, we anticipate program income will be limited.

The Corporation anticipates that new reporting data element may raise questions about program income.

When program income is in excess of the required non-Federal share, the grantee should contact the Corporation State Office to request a budget amendment to add a new budget activity. In the majority of cases, we anticipate that budget amendment will be approved and that new activity costs will be added as a line item in the overall budget against grantee share, thereby increasing the total grantee share by an amount equal to the increase in the total budget. The amount of Federal funds awarded would not change. There may also be cases where the Corporation will reduce the Federal share of the grant to reflect the amount of program income.

Frequently Asked Questions (FAQs) concerning program income are included in the Field Guidance Reference.

#### **FSR Volunteer Data Fields**

When the FFR goes into effect, Senior Corps will provide instructions for how grantees will use the PPR to report volunteer data currently entered in Block 12 of the FSR.

### c. The New NGA Terms and Conditions

Two new Terms and Conditions, as follow, will be added to all RSVP, Foster Grandparent, and Senior Companion program Notices of Grant Award (NGA).

<b>Program Income Term and Condition</b>	
<b>NGA Language</b>	<b>Background information</b>
“Program income is to be used to further the purposes of the grant program for which the award was made. Program income from all sources must be reported and documented. Program income is revenue earned as a direct result of the grant-funded program activities during the award period and must be retained by the Grantee and used to finance the grant’s non-Corporation share. Program income earned in excess of the amount needed to finance the Grantee share must follow the appropriate administrative requirements of 45 CFR 2541 or 45 CFR 2543, and cost principles of 2 CFR 205, 2 CFR 225, 2 CFR 230 (formerly OMB circulars A-87, A-122 and A-21) 0148 CFR Part 31 and be deducted from total claimed costs, or, with approval from the Corporation through a budget amendment, be used to enhance the program (additive process). Grantees that earn excess income must specify the amount of the excess in the comment box on the financial report.”	While the program income provisions are existing grant requirements, the Corporation has not previously provided specific instructions regarding the implications of program income to grant budgets.  The Corporation will attempt to give Senior Corps grantees the broadest possible options of accounting for program income.
<b>Trafficking of Persons Term and Condition</b>	
All Federal agencies providing Federal assistance are required to include this Term and Condition as part of the grant. Trafficking of persons is strictly prohibited. The full provision will be included in the NGA.	

## B. Continuing Priorities

### 1. Continuing the Review Process for RSVP Renewal Applications

The more intensive review of RSVP renewal grants will continue in FY 2009. During FY 2008, the Corporation piloted a new process for the programmatic review of applications for new 3-year RSVP grants (i.e. “renewal” applications) submitted for the second, third, and fourth grant cycles of FY 2008 and the first grant cycle of FY 2009. (1/1/08, 4/1/08, 7/1/08, and 10/1/09). A procedure was pilot tested to:

- Re-evaluate current grants as they come up for renewal,
- Identify areas for continuous improvement,
- Provide grantees with feedback on their applications, and
- Provide targeted technical assistance.

To provide a fresh outside perspective on the applications, each application was reviewed by a team made up of the program officer in the State Office assigned to manage the grant and a second reviewer from a State Office in another cluster.

During the third and fourth grant cycles, modifications in the review process were introduced, based on feedback received from field staff and grantees. For example,

- A standardized grantee notification package was developed.
- A revised review form was developed.
- Additional time was scheduled for the review process.
- Standardized letters for providing feedback to grantees were prepared and incorporated into eGrants.

Overall, both staff and grantees have expressed satisfaction with the process.

## 2. FGP and SCP Volunteer Service Years (VSYS) Management

- a. [Policy 850, Management of Volunteer Service Years in FGP and SCP Grants](#), as revised effective October 1, 2005, is available to Corporation staff at the Policies Page on the Corporation's Intranet. State Offices, working with the FFMC, are expected to monitor closely all FGP and SCP projects in order to facilitate early identification of grantees that may not be able to use their VSYS. Where appropriate, staff should encourage temporary relinquishments, as described in item 2.b, below.
- b. **Temporary Relinquishments.** As of FY 2006, Senior Corps established a uniform approach to temporary VSY relinquishments, described in ["Q&A on Temporary Relinquishment and Reallocation of FGP and SCP VSYS"](#). These procedures remain in effect and are intended to encourage FGP and SCP grantees to make available VSYS that they are unable to use during the current budget year for reallocation to grantees that can effectively use them within their own current budget year. Temporarily relinquishing VSYS does not affect the VSY level for the subsequent year.
- c. **End-of-Year Prioritized Lists.** As of June 2009, State Offices are asked to develop and share with Senior Corps headquarters prioritized lists of SCP and FGP grantees that can effectively utilize additional temporary VSY funding that may become available towards the end of the fiscal year, September 30. In the final weeks of the fiscal year, State Offices should ensure that program managers are available, or authority is delegated, to process amendments temporarily allocating VSY funding as authorization to do so is communicated from Senior Corps headquarters.

## 3. Designation of Authorized Representative in eGrants

Field staff are asked to continue to review whether the project director and the legal applicant's authorized representative for each of their assigned grants are the same person. Normally they should not be, as this indicates a potential lack of controls on the part of the grantee, since the same person is completing, approving, and committing the organization to implement the project as proposed. When this is found to be the case, please contact the sponsor executive or the person overseeing project activities to explain the concern and explore alternative ways to ensure eGrants submissions reflect appropriate oversight.

#### 4. Assessment, Monitoring and Documentation - Overview of Policies and Procedures for FY 2009

Guidance for Corporation staff on planning assessments and monitoring in FY 2009 is posted at the Office of Award Oversight and Monitoring intranet site. Some of the resources include:

- [Monitoring Planning Guidance & Implementation Strategy - FY 2009](#)
- [Process Guide - Monitoring Planning & Assessments - Monitoring FY 2009](#)
- [Criteria Descriptions - Assessments - Monitoring FY 2009](#)
- [Assessment Criteria Overview Chart - Monitoring FY 2009](#)
- [Assessment Worksheet - ALL CRITERIA - Mon FY 2009](#)
- [eGrants Module - Assessments - QUICK Guide - June 2008](#)
- [eGrants Module - Assessments - USER GUIDE - Monitoring FY 2009 - June 2008](#)
- [Assessment Overview for Mon FY 2009 - Webinar Slides - Field Offices](#)
- [CNCS Oversight and Monitoring Activities](#) (Corporation Policy AOM-2006-002)
- [Monitoring Activity Documentation in the eGrants Monitoring Module](#) (Corporation Policy AOM-2006-001)
- [Grant Fund Holds Policy for Late PPR-FSR Submissions](#) (Corporation Policy AOM-2007-001)
- [Monitoring Correspondence Timeframes](#)

State Office program managers should continue to review and become familiar with these Corporation-wide policies and procedures as they apply to Senior Corps grants and should refer to these documents and the accompanying due dates when completing monitoring planning assessments, scheduling site visits, and documenting actions such as pre-visit notifications, date visited, follow-up correspondence, and transmitting final site visit letters.

### VIII. Senior Corps – 2009 Calendar of Reports and Due Dates

See following table.

SENIOR CORPS – 2009 CALENDAR OF REPORTS AND DUE DATES		
I. Assessments and Monitoring Plans and Visits		
Due Date	Project	Comments/Action
October 1, 2008-August 31, 2009	State Office conducts site visits.	State Offices follow approved monitoring plan and eGrants documentation protocols.
July-August 2009	State Office begins monitoring planning processes, including assessments for upcoming fiscal year.	Guidance and full timeline to be provided by Office of Award Oversight and Monitoring.
II. Other State Office Tasks		
Due Date	Project	Comments/Action
January 30, 2008	State Office submits Fiscal Year 2008 State Highlights Report, incorporating the FY 2008 State Funding Report (Appropriations and SCP Medicaid Waivers).	Templates will be available on October 10, 2008.
October 17, 2008.	PPVA opens to grantees	Instructions will be provided.
November 30, 2008	Grantee PPVA due in eGrants	Begin PPVA review
November-December 2008	Ensure grantees register King Day of Service projects at <a href="http://my.mlkday.gov/">http://my.mlkday.gov/</a>	See State Office Task Plan for more details.

<b>SENIOR CORPS – 2009 CALENDAR OF REPORTS AND DUE DATES</b>		
January 23, 2009	State Office completes first review of grantee PPVA submissions. If rework is needed, return to grantee, if not, data are final. All final PPVA reports reviewed by State Offices are ready for analysis.	Field Staff PPVA 2008 Check List will be available on October 10, 2008.
February 24, 2009	Volunteer Station Rosters: Rosters due from grantees to State Offices.	Instructions will be provided.
March 26, 2009	Volunteer Station Rosters: State Officers complete review of volunteer station rosters and put them in the shared drive folders.	Instructions will be provided.
<b>Due Date</b>	<b>Project</b>	<b>Comments/Action</b>
Between July 1 and Sept. 30, 2009.	National Customer Satisfaction Survey opens to all Senior Corps grantees	The Office of Field Liaison will send an initial announcement 2 weeks before the survey begins.
Within 45 calendar days of grantee Progress Report, Part I, submission dates	Review each Progress Report, document Performance Measures progress, provide feedback to grantee and <b>copy and paste feedback letter into the “Other Comments” field at the Review Progress Reports screen.</b>	Follow the <a href="#">Review Progress Report Checklist</a>
June 26, 2009	Area Managers submit prioritized lists of SCP and FGP grantees that can effectively use additional temporary VSYs.	Temporary SCP and FGP VSY funding may be available at the end of the fiscal year.
June 29, 2009	Develop prioritized list of project that can use temporary VSYs	

## State Office Tasks in Implementing Key Senior Corps Goals and Strategies for FY 2009

**Overview and Instructions:** The goals, strategies, and outputs/targets described in this guidance were developed within the framework of the [Corporation Strategic Plan 2006 – 2010](#) and in consultation with the Corporation Area Managers. They constitute the State Office plan for Senior Corps. In most cases, demonstrating progress towards achievement of the outputs/targets will be monitored through reports. If specific reports or plans are required, summary information and due dates are shown under the relevant goal. Tasks are numbered sequentially for easy reference.

### GOAL #1: Meeting Critical Needs through Service and Volunteering

Objective	Task	Due Date
A. Continue to target Senior Corps volunteers as resources to meet priority needs, particularly those related to the Corporation's Strategic Initiatives, including helping youth in disadvantaged circumstances; expanding independent living and caregiver support; recruiting more volunteers; engaging Baby Boomers; students in service; and disaster preparedness and response.	<p><b>Task 1: Complete the Fiscal Year 2008 State Highlights Report.</b></p> <p>This is a state-level summary of results and outcomes and includes the following components:</p> <ul style="list-style-type: none"> <li>• High quality examples of Senior Corps projects and volunteers meeting community needs that include quantifiable outcomes, with emphasis on programming areas of special interest specified in the report instructions, including Baby Boomers; children and youth in disadvantaged circumstances; mobilizing community volunteers in RSVP; independent living; and disaster preparedness and response.</li> <li>• High quality examples of Senior Corps volunteers serving through community-based and faith-based organizations to meet needs in the community;</li> <li>• Examples of how RSVP volunteers help to build the capacity of volunteer stations to be sustainable.</li> <li>• The Fiscal Year 2008 State Appropriations Report, showing amounts of state appropriated dollars for each Senior Corps program in the state during FY 2008.</li> <li>• Medicaid Waiver activities for Senior Companion projects.</li> <li>• One or more testimonial quote.</li> <li>• One or more volunteer profiles.</li> </ul>	January 30, 2009

Objective	Task	Due Date
<p><b>B.</b> Support, track, and, as possible, increase the number of Senior Corps volunteers meeting high priority community needs defined by the Corporation</p>	<p><b>Task 2:</b> Encourage the placement of RSVP volunteers in roles where they support the <b>Corporation's Strategic Initiatives, including</b> increased emphasis on the recruitment of other volunteers of any age.</p>	<p><b>Ongoing</b></p>
<p><b>C.</b> eGrants is the Corporation's official system of record to award, track, and manage Senior Corps grants, and to mine data used in fiscal reporting and management information to Corporation leadership. In 2009, we must continue to focus on data accuracy and we must demonstrate continuous improvement in the quality of Senior Corps data in eGrants to ensure required data is submitted and reviewed for completeness and accuracy.</p>	<p><b>Task 3:</b> eGrants Data Integrity, Accuracy, and Timeliness</p> <p><b>Task 3.a:</b> State Program Managers should review grantee submissions carefully for errors and/or missing data. Such errors should be corrected prior to grantee final submission.</p> <p><b>Task 3.b:</b> Senior Corps, in conjunction with other Corporation departments, will generate "quality control" reports and provide oversight to State Offices. As needed, State Offices will be asked to correct data errors, or to work with grantees to do so.</p> <p><b>Task 3.c: Project Profile and Volunteer Activity (PPVA)/Part 2 of the revised OMB-approved PPR.</b>  Senior Corps grantees now submit the PPVA annually. The PPVA is the sole source of data describing Senior Corps volunteer demographics and clients served.</p> <p>Ensure grantee participation in the PPVA data collection by checking in with as grantees as PPVA opens in eGrants, assisting grantees as needed, reviewing grantee submissions using the PPVA checklist for accuracy and completeness, and helping grantees to fix data errors prior to final submission and certification.</p>	<p><b>Ongoing</b></p> <p>PPVA opens to grantees in eGrants—<b>October 17, 2008</b></p> <p>Due date for grantees to complete PPVA in eGrants and submit to State Offices for review: <b>November 30, 2008</b></p> <p>Due Date for Completion of Staff Review in eGrants with data ready for national aggregation for reporting to Congress: <b>January 23, 2009</b></p>

Objective	Task	Due Date
<b>D.</b> Continue to work with Research and Policy Development to guide and report results from national surveys quantifying the contributions of Senior Corps volunteers	<b>Task 4: 2008 Volunteer Station Rosters</b> Similar to previous years, Senior Corps grantees will be asked to submit current volunteer station rosters to the State Offices using the standard template that we have used for the past three years. The State Office can use the volunteer station rosters that were submitted with the most recent grant application. (a) As needed, work with Senior Corps grantees to ensure rosters are current and sent to the State Office; (b) Review grantee submission for completeness and help as needed; (c) Place the individual grantee station rosters into a shared folder that will be designated.	Due date from grantees to State Offices: <b>February 24, 2009</b>  Due date for State Offices to put final rosters into the shared drive folder: <b>March 26, 2009</b>

## GOAL 2: Strengthen the Capacity of Communities and Organizations

Objective	Task	Due Date
<b>A.</b> Increase the number of community volunteers leveraged by RSVP volunteers as part of the Corporation's broader strategy to increase the number of Americans who volunteer	<b>Task 5:</b> Encourage the placement of RSVP volunteers in roles where they can assist grantee organizations and/or volunteer stations by strengthening their capacity to recruit and manage other volunteers of all ages.  <b>Task 6:</b> Use annual State Highlights Report to share examples of Baby Boomers serving in Senior Corps or being recruited by RSVP volunteers.	<b>Ongoing</b>  <b>January 30, 2009</b>

## GOAL 3: Engaging Americans in a Lifetime of Volunteering and Service

Objective	Task	Due Date
Promote grantee participation in King Day of Service Day projects	<b>Task 7:</b> Encourage grantees to develop, lead, or participate in local King Day of Service projects, with an emphasis on projects that include community volunteers.  <b>Task 8.a:</b> Ensure grantees register their King Day of Service projects at <a href="#">My MLK Day</a> and post related service opportunities at Volunteer Match, clearly identified with the "King Day of Service." <b>Task 8.b:</b> Ensure registered grantees respond to the Corporation's survey on King Day of Service activities.	<b>November 2008</b>  <b>December 5, 2009</b>  <b>Quarter 2, 2009</b>

#### Goal 4: Focus on Management: Sustaining Excellence

Objective	Task	Due Date
<b>A. Provide grantees with the T/TA they need for successfully managing their programs and achieving high quality programming</b> in key areas of interest to the Corporation, including Baby Boomer recruitment; volunteer mobilization; serving disadvantaged youth; independent living; performance measures; outreach to small community-based organizations both faith-based and secular; capacity building and sustainability; disaster preparedness and response; literacy and tutoring.	Please see section VI of this document for the detailed Training Guidance. In 2009, State Offices, with approval of the Area Manager and with the exception of the Pacific Cluster, where grantees will attend the 2009 NCVS in San Francisco, will have considerable flexibility in determining how grantees in their states will receive training.	
	<b>Task 9: Implement 2009 Training Guidance</b>	
	<b>Task 9a:</b> Ensure that all Senior Corps grantees budget for one or two staff persons to attend a training event that is directly related to accomplishing the goals of the Senior Corps grant.	<b>As applications are received.</b>
	<b>Task 9.b:</b> Encourage grantee executives and/or fiscal staff to attend training events, as appropriate.	<b>Ongoing</b>
	<b>Task 9.c:</b> Area Managers forward updates of approved state training plans not included in original Training Summary Report, to Senior Corps, to the attention of Jane Quist ( <a href="mailto:jquist@cns.gov">jquist@cns.gov</a> )	<b>Ongoing</b>
	<b>Task 9.d:</b> Use monthly report to share a brief summary after training completed.	<b>Ongoing</b>
	<b>Task 9.e:</b> Assist grantees in assessing their T/TA needs and obtaining appropriate resources from The Resource Center and other sources.	<b>Ongoing</b>
	<b>Task 9.f:</b> Review and follow-up on grantee T/TA requests cited in the PPR and note follow-up actions at the Review Progress Report screen.	<b>Ongoing</b>
<b>B. Ensure grantees have access management and programmatic tools to help them succeed.</b>	<b>Task 10:</b> Assist grantees in adapting for local use: <ul style="list-style-type: none"> <li>SCP and new FGP Optional Standard Work Plans posted at <a href="http://www.nationalserviceresources.org/star/sc-workplan">http://www.nationalserviceresources.org/star/sc-workplan</a>,</li> </ul>	<b>Ongoing</b>

Objective	Task	Due Date
	<p>and</p> <ul style="list-style-type: none"> <li>FGP/SCP Age and Income Eligibility Forms and FGP Assignment Plan forms appended to the revised Operation Handbooks issued in June 2008.</li> </ul> <p><b>Task 11:</b> Ensure grantees are able to access and download any updates to the revised Senior Corps Operations Handbooks when they are posted online.</p> <p><b>Task 12:</b> Ensure SCP grantees are able to access and download the updated Medicaid Waiver Guide.</p>	<p><b>When Posted</b></p> <p><b>When Published</b></p>
<p><b>C. Sharpen performance goals and measures for all existing and new grantees: Grantee Performance Measures – Review and Accountability</b></p> <p>All Senior Corps grantees, including non-CNCS-funded FGP, SCP, and RSVP grantees, are required to identify a minimum of 3 to 5 Performance Measures, in at least one and no more than two work plans submitted as part of their grant application, for which they will be held accountable for their actual performance against targets specified in the plan(s). This requirement is inclusive of: (1) existing Senior Corps grantees applying for renewals; (2) continuation applications for the second or third year of the grant; and (3) first time Senior Corps grantees.</p>	<p><b>Responsibilities of Corporation State Offices are as follows:</b></p> <p><b>Task 13:</b> At the time of each <b>Grant Application</b> submission:</p> <ul style="list-style-type: none"> <li>Review the 3-5 specified Performance Measures nominated by grantee and assist if rework is needed.</li> <li>Ensure that grantees use eGrants to flag the Performance Measure work plans and complete all necessary elements of their performance measures, including timeframe, indicators, targets, and measurement methods; and</li> <li>Work with grantees to help sharpen their performance over the project period.</li> </ul> <p><b>Note:</b> All grantees should have 3-5 Performance Measures open from year to year. When a grantee achieves a Performance Measure, a new Performance Measure of the same type (e.g., accomplishment/output, intermediate impact/outcome, or end impact/outcome) should be adopted not later than the next scheduled application submission.</p> <p><b>Task 14:</b> For RSVP projects, ensure that the applicant has filled in the total planned number of unduplicated volunteers for their project. This number is entered on the Grantee Overview Screen in eGrants.</p>	<p><b>Ongoing as grantee applications are submitted</b></p> <p><b>As applications are submitted.</b></p>

Objective	Task	Due Date
	<p><b>Task 15: Programming for Impact – Overall Work Plan Review and Quality.</b> Review new work plans received during FY 2009 and assist grantees to refine the plans as needed to achieve high quality accomplishments and impacts.</p> <p>In particular, review for the following elements of a high quality plan that can, when implemented, result in measurable and concrete accomplishments and impacts:</p> <ul style="list-style-type: none"> <li>▪ Clearly articulated and measurable anticipated accomplishments and impacts;</li> <li>▪ Descriptions of tools and methods that will be used to assess accomplishments and impacts;</li> <li>▪ Inclusion of evidence that any volunteers serving as reading tutors will be placed in scientifically based reading programs and receive appropriate training.</li> </ul> <p><b>Task 16: Sustaining the Focus on Outcome-Based Assignments.</b> Continue to assist projects with implementing Programming for Impact so that the following grant application requirements are achieved.</p> <ul style="list-style-type: none"> <li>▪ <b>RSVP: 50</b> percent of RSVP volunteers serving in outcome/impact-based assignments that meet priority community needs</li> <li>▪ <b>FGP: 90</b> percent of Foster Grandparents serving in outcome/impact-based assignments.</li> <li>▪ <b>SCP: 90</b> percent of Senior Companions serving in outcome/impact-based assignments.</li> <li>▪ <b>Note:</b> <u>All</u> Foster Grandparents and Senior Companions must have written volunteer assignment plans that identify the role and activities of the volunteer and expected outcomes.</li> </ul>	<p><b>As applications are submitted.</b></p> <p><b>As applications are submitted.</b></p>

Objective	Task	Due Date
<b>C. Conduct more rigorous review of renewal applications and provide feedback to applicants.</b>	<p><b>Task 17.a: Participate in implementation of continuing RSVP renewal applications review process.</b></p> <p><b>Task 17.b. Participate in implementation of new FGP and SCP renewal review process as of applications for Quarter 2.</b></p> <p><b>For both above subtasks:</b></p> <ol style="list-style-type: none"> <li>1. Notify renewal applicants using standardized notification package.</li> <li>2. Conduct reviews using standardized application review form (2 reviewers for RSVP; 1 reviewer for SCP/FGP)</li> <li>3. Record results in eGrants.</li> <li>4. Prepare feedback letters using standardized templates and obtain Area Manager concurrence.</li> <li>5. Paste feedback letters into eGrants.</li> <li>6. Review grantee revisions, if any</li> <li>7. Approve and complete PO certification</li> <li>8. Develop T/TA plan and discuss with applicant.</li> </ol>	<p>Ongoing (see standard timetable below)</p> <p>Ongoing (see standard timetable below)</p> <ol style="list-style-type: none"> <li>1. NOFA opening minus approx. 30 days</li> <li>2. App. due date + 1 work day</li> <li>3. App. due date + 10 work days</li> <li>4. App. due date + 10 work days</li> <li>5. App. due date + 15 work days</li> <li>6. App. due date + 20 work days</li> <li>7. App. due date + 24 work days</li> <li>8. 30 days after completing review</li> </ol>
<b>D. Conduct review of grantee Progress Reports (PPR) and provide feedback</b>	<p><b>Task 18:</b> Within 45 calendar days of grantee submission, review each <b>Progress Report</b> and fill out the CNCS staff review screen (Review Progress Reports) in eGrants, following the <a href="#">Review Progress Report Checklist</a>.</p> <ul style="list-style-type: none"> <li>▪ Review the <b>entire</b> Progress Report for content, completeness, and accuracy and give feedback as needed.</li> <li>▪ Review the 1 to 2 work plans containing the Performance Measures selected by the grantee.</li> <li>▪ Provide feedback letter to grantee.</li> <li>▪ <b>New for FY 2009:</b> Copy and paste feedback letter into the “Other Comments” field at the Review Progress Reports screen.</li> </ul>	<p><b>Within 45 calendar days of grantee Progress Report submission dates.</b></p>

Objective	Task	Due Date
<p><b>E. Follow the Corporation's Oversight and Monitoring Policies (AOM-2006-001 and AOM-2006-002) and the guidance for FY 2009 posted at the Office of Award Oversight and Monitoring Intranet site that describe protocols and procedures for assessment, setting priorities, scheduling Compliance Monitoring site visits, and documenting findings in eGrants.</b></p>	<p><b>Task 19:</b> Conduct site visits or other monitoring activities, as required.</p> <p><b>Task 20:</b> Complete all required eGrants documentation per Corporation Policy</p> <p><b>Task 21:</b> State Offices complete assessment process for FY 2010 monitoring plans</p> <p><b>Task 22:</b> State Offices complete FY 2010 Monitoring Plans</p>	<p><b>Ongoing, in accordance with monitoring plans.</b></p> <p><b>Ongoing, as monitoring activities are completed.</b></p> <p><b>July-August 2009</b></p> <p><b>August-September 2009</b> <b>In accordance with monitoring assessments.</b></p>
<p><b>F. Establish an improved, equitable, and sound framework for management of unused volunteer slots (VSYS) for FGP and SCP Volunteer Service Years.</b></p> <p>Failure to meet budgeted VSY goals and consequently underspending is a significant issue for FGP and SCP. It is necessary to continue to document and analyze the extent to which this occurs and the reasons that it occurs. The system described has been established so we can capture and analyze the information and take measures to avoid this in the future.</p>	<p><b>Task 23: Rebudgeting Approvals.</b> Obtain approval following procedures outlined below for grantee requests to rebudget funds from the stipend line item to other line items. Note: Such requests will only be considered for approval when the rebudgeting is for expenses that can reasonably be expected to reduce or eliminate a shortfall in VSY performance. Otherwise, grantees anticipating surplus stipend funding should be encouraged to temporarily relinquish funds, as discussed in the reference document <a href="#">"Q&amp;A on Temporary Relinquishment and Reallocation of FGP and SCP VSYS"</a> so these funds can be temporarily reallocated to another grantee.</p> <p>Senior Corps understands that State Office re-budgeting approvals are rare. However, in the event that re-budgeting requests affecting the <b>stipend line item</b> are received for FGP and SCP and approved by the State Offices, the State Program Director must submit the following data to the Area Manager and FFMC:</p> <ul style="list-style-type: none"> <li>○ Grantee name, project name, grant number, city and state.</li> <li>○ Amount of funding re-budgeted from the stipend line item.</li> <li>○ Number of VSY slots unfilled that prompted the grantee request to expend stipend funds for other purposes.</li> <li>○ Description of how the rebudgeted funds would be used.</li> </ul>	<p><b>Forward rebudgeting requests to the Area Manager and the FFMC within 30 calendar days of their receipt.</b></p> <p><b>Ongoing</b></p>

Objective	Task	Due Date
	<p>Upon concurrence of the FFMC, the Area Manager's approval will be forwarded to the Senior Corps Executive Officer for final approval.</p> <p>Requests that receive final approval will be communicated back to the Area Manager, FFMC Grants Officer, and State Program Director. The program manager in the State Office then works with grantee to enter a rebudget amendment in eGrants for the official record.</p> <p><b>Task 25:</b> Continue applying policy on temporary relinquishment of VSYs. [See <a href="#">"Q&amp;A on Temporary Relinquishment and Reallocation of FGP and SCP VSYs"</a>]</p> <p><b>Task 26:</b> Develop prioritized lists of FGP and SCP grantees that can effectively utilize additional temporary VSY funding, should end of fiscal year funding become available.</p>	<p>Ongoing</p> <p>June 27, 2009</p>
<p><b>G. Customer Service Delivered by the Corporation to Grantees</b></p>	<p><b>Task 27: Customer Satisfaction Survey.</b> In 2009, as in the previous two years, the Corporation will administer a <i>Customer Satisfaction Survey</i> to all of its grantees, including Senior Corps. Through this survey, grantees may provide feedback on the quality of customer service quality they receive from the Corporation. The results are a source of data for national reporting and provide vital feedback to the Corporation about successes and areas for improvement.</p> <p>State Offices have a primary role in helping their Senior Corps grantees understand the importance of the survey and encouraging them to complete and submit the survey by the deadline. The Office of Field Liaison will send an initial announcement 2 weeks before the survey opens.</p>	<p>Between July 1 and September 30, 2009</p>
<p><b>H. Non-Corporation Funding Sources</b></p>	<p><b>Task 28:</b> Encourage grantees to contact colleagues in other states who have been successful in generating state funds.</p> <p><b>Task 29: Reporting on sponsor fundraising successes.</b> Continue to use the monthly report as a vehicle to report other non-Corporation funding for Senior Corps projects receive from foundations, corporations, businesses, major bequests, etc.</p>	<p>Ongoing</p> <p>Monthly per Field Liaison schedule</p>